

FMEUS SOLICITATION 52-PAPT-1-01017
QUESTIONS AND ANSWERS

Q 1. Question regarding the Section L.13.C.2 which requires "at least 10" contract references. Is PTO asking for 10 references from the prime contractor plus five from each subcontractor or 10 references total from prime and subcontractors? As this is a significant factor in our decision to bid or not bid as a prime, please respond as soon as possible.

A 1. The USPTO is asking for 10 references from the prime contractor, plus five references from each subcontractor proposed.

Q 2. In regards to the present contractor, Computer Based Systems, Inc. who is the project manager/contact person there and what was the amount of the previous award?

A 2. All information regarding the current Computer Based Systems, Inc. (CBSI) contract can be found at <http://www.uspto.gov/web/offices/com/sol/foia/faq.htm>, under the CBSI Contract heading.

Q 3. RFP Section L, Paragraph L.13C, Past Performance and Experience imposes a five (5) page limitation on an area requiring discussion on both "Experience in managing and performing similar size requirements", and the requirement to provide at least ten (10) contract summaries. Since the summaries require offerors to provide a description of work performed, we request that you either relax the page limitation or reduce the number of contract summaries required.

A 3. The USPTO is not interested in reading a voluminous dissertation on past performance and experience, simply a short, informative contract summary. For only paragraph C of clause L.13, the page limitation of 5 pages shall apply only to paragraph C.1. There is no page limitation for the remaining paragraphs C.2 and C.3.

Q 4. RFP Section L, Para L.13C3 requires offerors to provide Past Performance Questionnaires to contract references. Are you requiring offerors to provide questionnaires to both the Contracting Officer and the COTR for each of the ten (10) contracts, or do offerors select the most appropriate contact for each contract reference?

A 4. Offerors should solicit past performance from the most appropriate contact for each contract reference.

Q 5. RFP Section L, Paragraph L.13C2 requires offerors to submit ten (10) previous or current contracts. May relevant, significant (e.g., >\$200K) Delivery/Task Orders be submitted to satisfy the requirement?

A 5. Yes, however offerors are encouraged to provide and list references of similar size, scope and complexity to the solicitation requirements.

Q 6. We request that the government provide a fixed Dollar value for ODCs (travel, materials, etc.) for each contract year. This will standardize this item for all bidders and make the Government's evaluation somewhat easier.

A 6. ODC's proposed are at the discretion of the offeror.

Q 7. Is the contractor facility, located within a 5-mile radius of Crystal City, an overhead item or an ODC? What are the storage and size requirements of this facility? What are the historical annual costs associated with this facility?

A 7. This is to be determined by the individual offerors. The size of the current facility can be found at paragraph C.4.41.4 of the statement of work. See A 2 for additional information.

Q 8. RFP Section L, paragraph L13 requires seven (7) items (A through G). There is no indication of separate volumes (e.g., Technical and Cost). Are all items to be submitted as a single volume?

A 8. This is up to the offerors, however for ease of reading and evaluation, the Government suggests providing either a separate volume or a specifically labeled chapter for each area requested to be addressed in L.13.

Q 9. RFP Section B, Supplies or Services and Prices, requires bidders to provide an on-site overhead rate without furniture provided. Please provide a list of furniture items currently being provided by the Government to CBSI personnel at USPTO sites. This will help all bidders in establishing reasonable process to fulfill the RFP requirement.

A 9. Furniture provided as it is referred to here include a desk, chair, and phone.

Q 10. Is the Government expecting a normal 30-day phase-in/transition period during the month of December 2001 for the new contract?

A 10. The USPTO expects to evaluate each offerors proposed transition plan in and determine if that plan is feasible. The offerors are to propose the time frame that they are comfortable with for the purpose of conducting a phase-in/transition.

Q 11. Does the current contract have a phase-out clause requiring the current contractor to provide routine transition support to the new contractor?

A 11. Yes

Q 12. Please provide current Wage Determination Schedules for Northern Virginia and the applicable Pennsylvania regions.

A 12. The solicitation and resultant contract are not covered by the Service Contract Act, and therefore do not require wage determinations.

Q 13. Please provide Position Descriptions for the current contract labor categories.

A 13. Position descriptions are not available at this time and are ultimately left up to the discretion of the individual vendors to propose.

Q 14. RFP Section C provides current staffing levels for the discrete task functional areas. Please provide the current labor category distribution, including labor category distribution of hours, associated with the staffing levels.

A 14. This information is proprietary to the current contractor and is not releasable.

Q 15. Please provide total cost (\$) and total hours expended by the Government on the current CBSI contract. Please provide this data for each year of the contract.

A 15. See A 2.

Q 16. Please provide position (job) descriptions (experience, education, duties, etc.) for the 6 Key Personnel required by the RFP.

A 16. See A 14.

Q 17. Please provide a labor category distribution by work location (Falls Church, Pennsylvania, various Crystal City sites, contractor site, etc.) for the CBSI staff over the past 12 months. This will allow us to more accurately develop our staffing plan for each work site.

A 17. See A 14.

Q 18. The RFP states that no pre-proposal conference is planned. We request reconsideration so that all bidders, not just the incumbent, will have a better understanding of the Government's requirements.

A 18. No pre-proposal conference is contemplated.

Q 19. The RFP requires 6 Key Personnel to be proposed. Is this correct? Also, please specify the number of key personnel required under the current contract.

A 19. The USPTO has provided six labor categories that we feel are key personnel categories. If the offeror believes that other key personnel are necessary, offerors are encouraged to propose them.

Q 20. We request the establishment of a procurement library containing the following documents/information:

- All Task Orders for the last 2 years of the CBSI contract
- Staffing requirements (FTEs or hours), by labor category, for each of the Task Orders in the above item
- Total Dollar value of each Task Order requested above
- Place of performance (address) for each Task Order requested above. Please specify if the work was performed at a Gov. facility or contractor facility, and who provided the furniture.
- Amount of ODCs (travel, materials, others) charged by CBSI for each year of the current contract
- List of furniture items currently being provided to CBSI at Gov. sites

A 20. See A 2.

Q 21. We request the Gov. arrange a tour of the USPTO facilities (work place) where the CBSI personnel are currently performing work. This would allow all bidders to have a reasonable understanding of the anticipated workplace environment and also propose cost-saving suggestions to the Gov. in a Performance Based Contract environment.

A 21. No site visit is contemplated.

Q 22. The RFP mandates the use of 12-point font. We request the font size be reduced to 10 points for text and 7 points for graphics (figures, tables, etc.) in light of the very restrictive page count limitations. Alternately, if above suggestion is not adopted, we request the Government increase the overall page count limitations by 50% without any specific limitations to individual Section L paragraphs, i.e., Paragraphs A, B, C, and E.

A 22. Offerors are to follow the requirements of L.15 for proposal submissions. The amended solicitation will require the use of 12 pt Times New Roman for all text, graphics, charts, tables etc.

Q 23. Reference RFP Section L.13.B.4 Will the PTO exclude teaming agreements from the page count limitation?

A 23. Yes.

Q 24. Reference RFP Section L.13.E – Will the Government provide estimated dates for the contract award and start of work to be used as part of transition planning and basis for pricing?

A 24. See Section F, Clause F.6.

Q 25. Reference RFP Section C. While section C provides some data concerning the staffing, it does not address the management task order. Will the Government be using a Management Task Order similar to the one currently being performed by the incumbent?

A 25. How the management task order is proposed is up to individual offerors.

Q 26. Reference RFP Section C.2 What is the address of the PTDL?

A 26. Current addresses for each of the PTDL's can be found at <http://www.uspto.gov/web/offices/ac/ido/ptdl/index.html>.

Q 27. Reference RFP Section C.4.46.1 (c) What type (manufacturer name and model) of voice communications equipment shall be maintained?

A 27. See A 60.

Q 28. Ref C.2 – Are the warehouse facilities and warehouse related support equipment GFE? If not, how does the Offeror account for the cost of the warehouse facilities and associated ODCs in the price estimate required by L.13.D? Are all warehouse locations (including contractor facilities) identified in the RFP?

A 28. The warehouses, Franconia and Fullerton, defined at C.2 are Government leased facilities and are not a part of this contract other than to have the FMEUS contractor be aware of their locations for the provision of FMEUS related services when necessary.

Q 29. Ref. C.4 In order for the Offeror to incorporate efficiencies in the utilization of technical and management staff, it is necessary to know the location and function of the incumbent contractor employees by building and floor within building. Since this information is not currently part of the RFP, only the incumbent contractor knows this information, thus giving them an unfair advantage. Please provide this information.

A 29. The incumbent is not eligible to propose as a prime contractor on this procurement, which is a 100% small business set-aside. See A 2 for additional information.

Q 30. Ref. C.4.15 Please confirm requirement to provide support from 6 pm to 6am, Monday through Friday.

A 30. The work hours stated in C.4.15 are correct, 6:00 p.m. to 6:00 a.m., Monday through Friday.

Q 31. Ref. C.4.42.2 Does the warehouse have to be within five miles of the Crystal City offices or the future Carlyle offices? If the requirement is 5 miles within Crystal City, the warehouses of the incumbent do not satisfy the requirement. If the incumbent contractor(s) were to be the successful bidders, will it be necessary to establish warehouses at a location closer to USPTO?

A 31. The warehouse at reference C.4.42.2 is to be within 5 miles of the USPTO within Virginia. The current incumbent contractor's facility in reference to C.4.42.2 is in compliance with this requirement.

Q 32. Ref. C.4.47 Is inventory support an optional requirement or required as stated in C.4 (first paragraph)?

A 32. C.4.47, Inventory Support, is an optional requirement to be exercised at the discretion of the Government.

Q 33. Ref. H.7 Are the Program Manager and the Program Director the same person?

A 33. No. Program Manager and Project Manager are considered the same individual. See amended solicitation.

Q 34. Ref. H.8 What travel requirements require the Offeror to have Aircraft Public and Passenger Liability Insurance?

A 34. See Federal Acquisition Regulation (FAR) clause number 28.307-2.

Q 35. Ref. H.9, Please provide position descriptions and qualifications for key personnel.

A 35. See A 14.

Q 36. Ref L.13.A Since the solicitation lacks many details concerning the performance of the enterprise LAN, help desk, and associated activities (user requests, PC install, PC repairs, and numerous others), please clarify how any offeror other than the incumbent can provide accurate performance measures, methods, incentives, and disincentives.

A 36. Many performance measures are included in the information as provided. Offerors have been asked to expand on those existing criteria and provide performance measures that are specifically structured to proposed methods.

Q 37. Ref. L.13.A The form and content of Section B of the solicitation leads this offeror to believe that the resultant contract will be IDIQ T&M with individual task orders priced separately. Yet Section L.13.A leads this offeror to believe this contract is performance-based with an incentive fee arrangement. Is it the intent of the Government to award an incentive based contract? If so, please explain the type and nature of the contract vehicle.

A 37. This is a labor hour contract with a performance-based statement of work. Offerors are encouraged to propose an incentive package that would be to their advantage as it pertains to their specific methods and processes.

Q 38. Ref. L.13.A. The Government has requested that offeror provide...performance measures, including the methods in which the performance metrics will be measured and the corresponding incentive/disincentive package..." Performance measures are typically associated with a Performance Based Service Contract (PBSC) vehicle, which requires the development of a Performance Work Statement (PWS) and a Quality Assurance Plan (QAP). Will the Government provide a PBSC PWS and QAP upon which the offeror can base the requested performance measures and methods?

A 38. The USPTO is requiring that the offerors propose additional performance measures to supplement to those contained in the solicitation. A QAP will be established once those specific performance measures have been agreed to.

Q 39. Ref L.13.B.4 Refers to the layout of the Principal Support Office. Is this a requirement for an actual office-building layout with seating chart or are you asking for an organization chart that depicts the logical relationship of the contractor's proposed staff?

A 39. Offeror are requested to propose the logical relationship of the contractor's proposed staff.

Q 40. Ref. L.13.B.4 - Since the total FMEUS2 program staffing is driven by tasks issued by the Government, please clarify the requirement to "describe...the total number of the employees to be assigned to this program..."

A 40. The Government believes that section L.13.B.4 is self-explanatory.

Q 41. Ref. L.13.B.4 – Will the Government provide the requisite information upon which the offeror should build a staffing model to determine the "...total number of employees to be assigned to this program..."?

A 41. See Section C of the solicitation and A 40.

Q 42. Ref. L.13.D – What does the Government constitute as "furniture" for the purpose of this bid? Does "furniture" include desktop and ancillary computing equipment for the staff?

A 42. See A.9.

Q 43. Ref RFP Attachment 1: The component/item column in attachment 1 lists various equipment items as "multiple versions". Please be more specific so that we may provide accurate maintenance cost estimates.

A 43. The Government believes that sufficient information has been provided.

Q 44. Ref RFP Attachment 1: Section L of the RFP does not provide instructions as to the inclusion of attachment 1 hardware maintenance costs in the price estimate. Section B. makes no provision for maintenance costs or ODC's (other than furniture). How are the hardware maintenance costs to be presented in the proposal for those items listed in attachment 1?

A 44. The USPTO expects the hardware maintenance costs, as identified in Attachment 1 and Section C.4.45, to be provided as ODC on specific task orders when issued. As such offerors are not required to provide hardware maintenance costs in their price proposals in response to this solicitation. **Please note that this applies only to Section C.4.45 Hardware Maintenance.**

Q 45. Would the Government consider conducting discussions with proposed key personnel in order to assess their understanding of the role they are proposed to perform? This will mitigate the fact that the USPTO proposal evaluators may have personal knowledge of incumbent personnel and only knowledge gained from reading resumes of proposed non-incumbent personnel. It is a natural bias to give greater credence to verified data than unverified data. Discussions will help to eliminate a competitive advantage to the incumbent that is currently part of the RFP.

A 45. Each proposal will be rated upon its own merits. The incumbent is not eligible to propose as a prime contractor on this procurement. A decision as to whether discussions or oral presentations will be conducted if conditions warrant. As stated in the solicitation the Government reserves the right to award without discussions.

Q 46. Is there any way you would provide a Site Survey to interested vendor's)? Although you provided a very accurate equipment list, it is extremely difficult to prepare the cost and technical proposal unless you are the incumbent.

A 46. See A.21.

Q 47. In reference to H.12, Organizational Conflict of Interest, would you please provide the list of the parties' name, or simply the type of activities that are involved?

A 47. This determination will be done on a case-by-case basis. If you believe you have a teaming arrangement that poses a conflict of interest you should contact the Government Contracting Officer assigned to that contract for clarification.

Q 48. In reference to Sec. C.4.11 and C.4.44, What is difference between 'Desktop Field Support' and 'Hardware Maintenance'? As far as this vendor's concerned, there is no difference unless the USPTO provides all associated parts to support.

A 48. Hardware maintenance is considered to for be non-desktop equipment. For the purposes of this solicitation, Desktop Field Support is generally considered to be only equipment related to the individual desktop as identified in Attachment 1 as "DFS". See A 44.

Q 49. Would you please restate, on each Task Area, all relevant working Hours defined as Principal period (Such as 6:00 AM to 6:00PM on Monday Through Friday. Or, 7:00 AM to 4:30 PM on Monday through Friday) and Outside of Principal Period (such as 6:00PM to 6:00AM on Monday through Friday, and 24 hours on week-end and Holidays)?

A 49. Unless otherwise stated in the individual requirements, the hours are 6:00 a.m. through 6:00 p.m.

Q 50. In reference to Sec C. 4.12.1 and C.4.18.2, Monday through Friday, Do you need only 6 and Half hours support? or do you mean 5:30 AM to 12:00AM (Midnight) coverage during the weekday(Monday to Friday) and 5:30 AM to 10:00 PM coverage during the weekend and holidays?

A 50. Support is required from 5:30 a.m. to 12:00 a.m. (Midnight).

Q 51. In reference to Sec C. 4.15.1, Would you please clarify what is the PTO's desired coverage? For example, during the Principal Period of Support (6:00AM to 6:00 PM, Monday through Friday) shall be On-site standby support? And, Out-side Principal Period of Support (6:00PM to 6:00 AM on Monday Through Friday and 24 hours on Week-end and Holidays) shall be On-Call base Support? Please clarify.

A 51. The Government's desired coverage is exactly as stated in the statement of work.

Q 52. In reference to Sec. c.4.27.1, are you referring to cabling support for trouble calls or new drop installations? Even if it is trouble call response, 60 minutes, is difficult to meet the response time, it is impossible to respond to new drop installation. Please clarify?

A 52. Section C 4.27.1 refers to either cabling support or new drop installations. Response time is defined as making the appropriate contact within the allotted time frame.

Q 53. In reference to Sec. 4.27, would you please provide existing network documentation/Drawing? For example, Detailed legend such as, CAT5 and/or UTP _____ and Fiber Optic = = = = =.

A 53. No. This is not necessary to propose staffing.

Q 54. In reference to Sec. 4.27.5., Would you please provide the USPTO's standard specifications? or provide Cabling Policies and procedure on a resided web address?

A 54. Installation of our PTONet data cabling and cable plant are in accordance with the Building Cable Codes of Arlington County Virginia and also in compliance with the Building Industry Consulting Service International standards (BICSI).

Q 55. In reference to Sec. C.4.29., What is the install base ratio (Quantity wise) Windows NT vs Novell, HP/UX and Sun UNIX/Solaris?

A 55. The USPTO does not run any Novell. We currently have approximately 150 servers running HP/UX and approximately 30 servers running Sun/UNIX/Solaris.

Q 56. What is your Help Desk Software? Shall I assume that it is REMEDY?

A 56. EAMS is Remedy based.

Q 57. Which PKI and Security products do you implement?

A 57. Refer to the Technical Reference Model located at "Helpful Links".

Q 58. In reference to Sec. C.4.42.2, what is the current Warehouse space that the Incumbent vendor provided?

A 58. See C.4.41.4.

Q 59. In reference to Sec. C.4.43, C.4.44. and H.2 (Labor Hour Contract), would you please provide specific model numbers of Hardware such as Fujitsu Scanner, Promark Printers, Xerox printers and Genicom Printers etc. Which are listed in Attachment 1 - Hardware Listing? Otherwise, it is impossible to estimate the Support cost. Or, would you please clarify that the parts will be provided by the USPTO?

A 59. See A 48. For the purposes of this solicitation the offerors should assume that no parts provided by the USPTO.

Q 60. In reference to Sec. C.4.46., Carlyle Move:

- 1) What is PTO Owned PBX system? Would you please describe the model number, Option number or number of users and features etc?
- 2) Concerning telecommunication support, does this means 'support required during the moving period?' or 'entire contractual period?'
- 3) Does this require Cabling design and Installation? Please clarify.

A 60. 1) The USPTO is in the process of completing a voice system design and acquiring a PBX type system for the new facilities. The system will have approximately 8,000 telephone handsets, voice messaging and some type unified messaging, and the trunking will be via PRI trunks with Direct Inward Dial service. It is the intent of the USPTO to leverage the data network components to improve, or deliver voice services in the new building.

2) Support would be required during the moving period, as well as during the entire contract period. The contractor would be expected to assist the PTO as it transitions an employee from the existing CENTREX system and existing voice-mail system to the new PBX (establishing new phone numbers, user training, user transition support, etc.)

3)Cabling design and installation will be provided by the Carlyle landlord. Contractors bidding on FMEUS2 will not be required to install telephone cable. However, contractors may be tasked with installation and testing of telephone handsets in specific offices (NOTE: A decision on this tasking would made in conjunction with the procurement of the PBX and handset equipment.)

Q 61. In reference to Sec. C.4.47, What is EAMS software package? Is it COTS? If so, would you please provide the S/W package name and vendor? Or, is it a USPTO's proprietary package? If so, is it MS Access or other?

A 61. See A 56.

Q 62. In regards to Sec. C.4.12.2., consumable items, such as, paper, toner and others, will be provided by the USPTO or the prospective vendor shall prepare as a built-in cost?

A 62. These items are currently provided by the USPTO.

Q 63. Will the USPTO provide some guidance as to what it envisions in the area of transition? For example, how much overlap does the USPTO anticipate between the award of this contract and the expiration of the current contract? Does the USPTO anticipate awarding a task to cover transition? By transition, does the USPTO mean transition from the current contract to the new contract only, or is a transition period at the end of the contract also anticipated? If so, should technical and cost proposals address only the start-up transition, or both a beginning and end transition period for the contract? Please clarify.

A 63. See A 10 and A 24.

Q 64. Section C.14.15.1 states "... Contractor shall provide support from **6:00 p.m. to 6:00 a.m.**, Monday through Friday". This appears to be a typo, i.e. the times should be 6:00 a.m. to 6:00 p.m. Please confirm.

A 64. This is not a typo. Time as stated is correct.

Q 65. Section C.4.33.1 states "... Contractor shall provide on-site technical support seven (7) days a week from **6:00 p.m. to 6:00 a.m.**, for technical services ... ". This appears to be a typo, i.e. the times should be 6:00 a.m. to 6:00 p.m. Please confirm.

A 65. This is not a typo. Time as stated is correct.

Q 66. Section C.4.39.1 states "... Contractor shall develop user guides using PageMaker 6.5 software ... " and " ... Contractor shall be responsible for delivering a camera-ready PageMaker 6.5 document in both electronic and hard copy formats ... ". The current version of Adobe PageMaker is 7.0; is this an acceptable alternative? PageMaker 7.0 can both read and write PageMaker 6.5 format files.

A 66. Yes.

Q 67. Section C.4.39.4 states "The Contractor shall provide a Technical Writer to support Help Desk documentation requirements. These requirements consist of Knowledge Pak documentation and written documentation for the Help Desk Web site." Does the USPTO require a Technical Writer with experience using Service Ware authoring tools (e.g., Knowledge-Pak Architect)?

A 67. No.

Q 68. On a per building basis, how many users and nodes are there in Crystal City?

A 68. See Section C.4.19.

Q 69. What percentage of trouble tickets is derived from phone calls, email and walk-up?

A 69. 85% phone calls, 15% email and 0% walk-up.

Q 70. What is the average number of calls received by the Help Desk, per normal business day and week (i.e., Monday through Friday)? What percentage of these calls are currently being resolved on a first call basis and how reliable is this statistic?

A 70. See C.4.14.1.

Q 71. What is the average number of calls received by the Help Desk before 8am and after 5pm, per normal business day?

A 71. Approximately 40 calls are received before 8:00 a.m. and 30 calls after 5:00 p.m.

Q 72. What is the average number of calls received by the Help Desk on Saturday, Sunday and holidays?

A 72. Approximately 50 calls per day are received.

Q 73. Does the OCIO Help Desk still utilize Expert Advisor? If so, please explain how this is integrated into the Help Desk.

A 73. No.

Q 74. Which of the areas of contractor support specified in section C would have a unified staff of government and contract employees during the period of contract performance?

A 74. The USPTO does not understand the reference to “unified staff “. However the USPTO does provide management oversight to all functions listed in the RFP.

Q 75. Assuming a unified government and contract employee staff for the OCIO help desk, if the helpdesk is migrated to a remote location, would the government staff move with the site?

A 75. See A 74.

Q 76. Assuming a unified government and contract employee staff for a remote help desk, are there any constraints on the help desk’s distance from the USPTO facilities?

A 76. Once again the USPTO does not understand the reference to “unified staff”. There are no known constraints on the help desk’s distance from the USPTO facilities.

Q 77. Have the Enterprise Wide Login project’s account management tools described in USPTO’s Strategic Information Technology Plan FY2001- FY 2006 been deployed? If deployed, does this change the process and resources required for User ID and Password administration described in C.4.3.3.

A 77. Please respond to Section C.4.3.3 as written.

Q 78. Paragraph C.4.3.7, Technical Writing/Document Development – Description, does not specify hours of performance. Should the general support hours of 6:00 AM to 6:00 PM, specified in C.4.3.6, apply to the Technical Writing support Staff?

A 78. Yes.

Q 79. Could USPTO provide the maintenance support level for all Remedy modules?

A 79. The USPTO questions the relevance of this question, since EAMS is Government Furnished.

Q 80. Is Remedy licensed by the seat or by simultaneous users?

A 80. See A.79.

Q 81. How many Remedy help desk licenses will be available for contractor use?

A 81. See A.79.

Q 82. What are the Remedy modules and version numbers in production and/or owned by the USPTO?

A 82. See A.79.

Q 83. What Remedy modules are expected to be installed during the initial period of contract performance?

A 83. See A.79.

Q 84. Has any customization been performed to any Remedy modules and, if so, the extent of customization?

A 84. See A.79.

Q 85. What is the average number of network drops expected to be installed per month during the contract period?

A 85. Currently the USPTO averages approximately 260-drop installations/month.

Q 86. Will USPTO be providing the cabling materials for network connectivity or is the contractor expected to provide them?

A 86. Currently the USPTO provides cabling materials.

Q 87. The inventory report lists 14,000 PCs, 300 handheld devices, 600+ laptops and 11,000 printers; however, Section C documented an employee base of only 7,000. If the inventory or user count is not in error, how is this “extra” equipment used?

A 87. The figures as stated are correct. Broadly addressed some individuals have more than one desktop computer in their office and others are used in implementation and testing. Regardless the offerors are responsible for all of the machines on the inventory list.

Q 88. What tool is currently being used to collect LAN/WAN circuit utilization information for capacity planning?

A 88. For the WAN links (internet T3 links), UUnet is providing weekly report on bandwidth usage. In addition, HP LAN probe is being used to collect statistics on the WAN links. HP LAN probe are also used on LAN segments.

Q 89. Are the network (OpenView) and Server (NetIQ-NT, Patrol –Sun?, ITO – HP9000?) monitoring systems integrated, with OpenView acting as the MOM, or are they used as separate systems?

A 89. NetIQ, Patrol and ITO are integrated with HP OpenView.

Q 90. How extensive is the NetIQ deployment; is it on every NT server –any application modules?

A 90. NetIQ is installed on all production NT servers.

Q 91. Paragraph C.4.30, NT/UNIX Operating System Support - Requirements, lists a number of tasks such as providing technical support for the application development community (C.4.30.3) and configuration management activities (C.4.30.2 & C.4.30.4) which are traditionally performed during the hours of primary production; however, the period of performance for this support is listed as “after hours” for week days and 24 hours for weekends. Are the technical services required or the period of performance in error?

A 91. Refer to amended solicitation Section C.4.30.7.

Q 92. Paragraph C.4.33, Data Base Administration (DBA) Support - Requirement, lists a number of tasks such as providing technical support for the application development community (C.4.33.2) and configuration management activities (C.4.30.2 & C.4.30.4) which are traditionally performed during the hours of primary production; however, the period of performance for this support is listed as “after hours” for week days and 24 hours for weekends. Are the technical services required or the period of performance in error?

A 92. The technical services are required and the period of performance is not in error. Please see Section C.4.33.1.

Q 93. What is the current staffing level of the Help Desk for peak and non-peak hours?

A 93. See A 71 and 72 for additional information.

Q 94. Are calls to the Help Desk managed by an ACD and, if so, what is the make and version of the ACD?

A 94. Yes. Rockwell Spectrum version 7.1c.

Q 95. If an ACD is used, is it GFE or supplied by the contractor?

A 95. It is GFE.

Q 96. If an ACD is used, who is responsible for maintaining the ACD and related equipment?

A 96. Systems Integration, Inc.

Q 97. Are calls pre-processed by an ACD script or by a Voice Response Unit (VRU)?

A 97. ACD script.

Q 98. Are the PTO policies that govern placing workstations into production available for review?

A 98. See new link provided on the web page entitled “Document Library”.

Q 99. What are the network monitoring tools in current production?

A 99. See Section C.4.20.

Q 100. Which brands of network equipment are in current production (e.g., Cisco, Bay, etc.)?

A 100. Network devices on PTOnet:

Vendor	Function
Cisco, Nortel, Marconi	Switch - Router
Checkpoint, Ravlin, Cylink, ACE, Shiva	Firewall - VPN
Alteon, StoneBeat	Load Balance switch
RealSecure, NetRanger	IDS

Q 101. Is the wiring plant CAT5 compliant?

A 101. Yes.

Q 102. What are the technical means to support “work at home” PTO staff and other remote access requirements?

A 102. The USPTO utilizes standard monitoring tools as well as site visits as required.

Q 103. Reference Section L.13.C “Past Performance and Experience”. Will the government consider providing some relief regarding the current page limitation? We believe some relaxing of the page limit for this section would allow us to provide all requested information to include an adequate description of each project and its relevance to the Statement of Work. We would recommend an increase to 10 pages.

A 103. See A 3.

Q 104. Reference Section L.13.B.4 “Management Proposal”. Are the teaming agreement copies that are required to be included in this section included in the page count? They are not specifically excluded in the general statement under L.13.B. Our attorneys have prepared our teaming agreements and they are about nine (9) pages in length. With the addition of one teammate we would have one (1) page for our management proposal narrative if the agreements are included.

A 104. No.

Q 105. Reference Section F.6 “Period of Performance” and Section L.13.E “Transition Plan”. Section F.6 would seem to indicate a contract start date of January 16, 2002. Section L.13.E requires a transition from the current contract to the follow-on effort. Will the transition occur before or after January 16, 2002? How long of a transition period is envisioned?

A 105. See A 10.

Q 106. Reference Section L.15 “Submission Requirements”. Will the government consider allowing smaller, legible font sizes for tables and graphics?

A 106. No. See A 22.

Q 107. Reference Section L.15 “Submission Requirements”. Will the government accept foldout pages?

A 107. No.

Q 108. Reference Section L.13.E "Transition Plan". Do you really mean that you want costs developed for each individual transition activity? If not, what are the elements that you expect to have priced to create a total cost for the Transition Plan?

A 108. See A 10.

Q 109. Reference Section M.4.D "Price Estimate". How will the transition plan be evaluated?

A 109. See A 10.

Q 110. Reference Section L.13 "Proposal Requirements". There does not appear to be any direct instruction to segregate technical from cost data. Do you expect to receive one proposal volume incorporating items A through G or are we to submit a separate cost volume containing the price and costing information (D through G)?

A 110. See A 8.

Q 111. Section H.5 indicates “the USPTO will provide space to the Contractor when space is available for this effort”. In order to properly prepare the cost proposal, we are requesting that USPTO provide an estimate of how many Contractor personnel will be in USPTO office space and how many will be in Contractor office space. If this data cannot be provided, please provide an estimate of how many square feet will be available for contractor personnel in USPTO space.

A 111. For the purposes of the response to this solicitation offerors are to assume that no space will be provided.

112. Section H.5 also indicates that “the USPTO will not provide any Government-furnished equipment under this contract”. Does this statement mean that the Contractor must provide its employees with all equipment whether the employees are in USPTO office space or Contractor office space?

A 112. Yes.

Q 113. Section B. On-site rate with furniture provided. What else is provided? For example, is a telephone provided? Are office supplies provided? Is a desktop system provided? If we are to provide our employees with desktop systems, what are the rules for connection to PTONet?

A 113. See A.9. All desktop systems are to be provided by the offerors. To connect to PTONet all systems will need to be configured with a standard USPTO baseline.

Q 114. Section C.2. Are any of the incumbent contractor personnel located at any of the locations listed in this paragraph? If so, how many are in each location?

A 114. See A 28.

Q 115. C.4.2.4. Please describe the Enterprise-Wide Asset Management System (EAMS). What COTS software package is used to implement EAMS? What is the schedule for implementation of the various modules?

A 115. See A 56. The USPTO anticipates that EAMS will be fully implemented by contract award.

Q 116. C.4.3.1 and H.5. Please describe the type and amount of material and contractor furnished equipment (CFE) that the incumbent contractor provides to accomplish the current contract.

A 116. This is up to the discretion of the individual offerors.

Q 117. C.4.3.3. Please provide copies of Task Manager Directives, Service Commitments, Service Level Agreements (SLA), Operational Support Plans (OSP), Standard Operational Procedures (SOP) and Technical Notes established by the USPTO that we must abide by.

A 117. See new link provided on the web page entitled “Document Library”.

Q 118. C.4.3.7. What is the interface between the Psion units and the EAMS? How will the data collected by the Psion units be entered into EAMS?

A 118. The data captured with the Psion units is transmitted via radio or docking station.

Q 119. C.4.3.11. Please describe the USPTO inventory tracking system.

A 119. For purposes of this procurement offerors only need to be aware that those items deemed sensitive by the USPTO are bar-coded and tracked.

Q 120. C.4.10 Approximately how many of the 50 desktop field support personnel are assigned to the sub-functions of desktop hardware maintenance, group printer maintenance, desktop deployment, desktop moves, etc.

A 120. This is up to the individual offerors to decide how offerors would like to distribute their workforce.

Q 121. C.4.11.9 Does the spare equipment belong to the incumbent or the government? Will the spares be turned over to the winner of this contract? If not, what level of sparing (numbers and types of equipment) is the incumbent currently providing?

A 121. All Government-owned spare equipment will be turned over to the Government at the time of transition.

Q 122. C.4.19. Approximately how many of the 25 network operations personnel are assigned to the sub-functions of network operations center, network management, network and office automation server administration, and cabling.

A 122. See A 120.

Q 123. C.4.24. How many NMS, network and office automation servers are there, and where are they located?

A 123. There are approximately 2 NMS and 140 Office Automation servers. They are located in Crystal Park 2.

Q 124. C.4.46.c. Why is Telecommunications support included in the option for the Carlyle Move, would it not be better to have a separate option (assuming that the Telecommunications support would extend past the end of the move)?

A 124. This is the Government's requirement.

Q 125. Section H.19. What are the duties of each of the six key personnel positions? We note that most are included are included in Mod. 6 to the current contract.

A 125. The specific duties of the Project Manager and the others that we are requiring as Key Personnel are up to the discretion of the individual offerors.

Q 126. The equipment list indicates equipment that is to be priced in the future. However, there is no mention whether or not to address this equipment in our technical proposal. Please clarify.

A 126. The equipment list specifically states the phrase "Not to be priced at this time" and that is what it means. Those items that are designated as "Not to be priced at this time" are not to be priced at this time.

Q 127. Reference L.13, pg 58: We assume that Sections A through G listed in Section L.13 should be presented in the same order and bound as a single volume? Is this correct?

A 127. See A 8.

Q 128. Reference L.13.B(4), pg 58: We assume copies of teaming agreements are exclusive of the Management Proposal's 10-page limitation. Is this correct?

A 128. Yes. Also see A 104.

Q 129. Reference L.13.C(3), pg 59, 1st paragraph: Clause L.19 does not exist. Please provide the address and/or method (mail, fax, etc.) for submitting Past Performance Questionnaires directly to the government.

A 129. See Clause L.15, or the address contained in several locations on the Past Performance Questionnaire itself.

Q 130. Reference L.C.13(2), pg 59, 2nd paragraph: Because the size and nature of a protégé company precludes their having references of the type requested, can offeror assume the reference requirement for subcontractors does not apply to a protégé in a mentor/protege relationship?

A 130. No. See revised language of Clause L.13.C.2.

Q 131. Reference L.13.A/B, pg 59: We assume that front matter (table of contents, compliance matrix, etc.) is not included in section page limitations? Is this correct?

A 131. Front matter as defined here is included in the page limitations.

Q 132. Reference L.D, pg 59: Please define “furniture.”

A 132. See A 9.

Q 133. Reference L.15, pg 60: We assume the instructions for print type size and margins do not apply to charts, tables, appendices and diagrams? Is this correct?

A 133. No. See A 22 and 131.

Q 134. Reference L.13(G), pg 60: Are subcontractors required to submit Section K, Certifications and Representations?

A 134. No.

Q 135. Reference M.4.C, pg 62: Should transition costs be included in the Transition Plan as well as in the price estimate?

A 135. Yes.

Q 136. Reference C.4.3.15: Please define remote support?

A 136. Offerors will be required to provide phone support.

Q 137. Reference [1] C.4.10.1: Item states “(See 2.7 for more detail ...). Where is referenced paragraph found?

A 137. See revised SOW included in Amendment 2.

Q 138. Reference [2] C.4.12.4: "The Contractor shall provide depot support for PTDL workstations requiring replacement within six (6) hours." Offeror assumes that the requirement is to ship replacement unit within 6 hours of notification. Is this correct?

A 138. Yes.

Q 139. Reference L.13.C(3), pg 59: We assume that only one of the individuals identified as a point of contact for each designated contract reference is required to complete and submit a Past Performance Questionnaire. Is this correct?

A 139. See A 4.

Q 140. Are the six (6) management personnel in the current CBSI contract (i.e., Task Manager, Project Manager, Project Manager, Program Manager, Director Operations/Program Director and Management Analyst) included in the RFP SOW functional area head count of 166? If no, please provide a breakdown of their time (hours) across all SOW functions.

A 140. See revised SOW for new numbers of employees. Yes the individual positions are included in the numbers of employees provided.

Q 141. Regarding the Optional Requirement #1, Carlyle move (SOW paragraph C.4.46), please provide additional details such as; schedule, dates, and quantity of equipment to be relocated. If the move is anticipated to take place in phases, then please provide the above details for each phase.

A 141. This is an optional requirement because the Government cannot completely identify its needs at this time. The optional requirements are provided for informational purposes only to put offerors on notice that the need may exist in the future. Offerors are expected to provide an estimated cost for the optional requirement.

Q 142. Regarding the Optional Requirement #2, Inventory Support (SOW paragraph C.4.47), please answer the following:

- a. Name of the current contractor providing this support.
- b. Historic staffing plan by labor category and number of personnel in each labor category for the last 2 years of the contract.
- c. Period of performance of this requirement under the new contract. For example, will this support be required for all ten (10) years of the new contract?

A 142. The name of the current vendor is AMT Associates. AMT proprietary information cannot be provided. The optional requirements are provided for informational purposes only to put offerors on notice that the need may exist in the future. Offerors are expected to provide an estimated cost for the optional requirement. The period of performance will start from the day the Government exercises the option.

Q 143. We assume that the cover page, table of contents, list of acronyms, section dividers, etc. are not included in the page count. Please verify.

A 143. See A 131.

Q 144. Regarding RFP Section L, paragraph L.13F, Price Breakdown by SOW Sections, are you requiring the price breakdown for the base year and each of the nine (9) option years, or only for the base year? As a related question, RFP Paragraph B.1, Schedule of Supplies or Services/Prices and Costs, requires three (3) sets of rates; on-site w/furniture provided, on-site w/o furniture provided, and off-site. Please explain how the Government requires these three (3) different sets of rates to be addressed in response to RFP paragraph L.13F.

A 144. Section L.13.F is a completely different requirement than Section B. In Section B offerors are to provide fixed hourly burdened rates for all labor categories proposed. In Section L.13.F offerors are asked to provide by Statement of Work section the number and type of employees proposed to accomplish each task.

Q 145. Please provide the labor categories and labor category distribution at the various warehouses (e.g., contractor site, Franconia warehouse, Newington warehouse, etc.).

A 145. See A 28.

Q 146. Is CBSI currently performing all the functions shown in the RFP SOW? If not, which functions are they not supporting, and who is performing the functions?

A 146. Yes, with the exception of the optional requirements, C.4.46 and C.4.47, and those items marked as “Future” in Attachment 1.

Q 147. Please put a copy of the current version of each applicable user’s guide, handbook, standard operating procedure document produced by CBSI under the current contract in the procurement library or the RFP web site.

A 147. See A 117. In the interest of USPTO security some documents are not releasable via the Internet.

Q 148. What help desk software packages are current in use at the EBS help desk?

A 148. EAMS.

Q 149. What help desk software packages are currently in use at the OCIO help desk?

A 149. See A 56.

Q 150. What DBMS (e.g., Oracle) are in current use under the CBSI contract?

A 150. All Oracle versions from 7.3.n to 9.n.

Q 151. Please specify all criteria that bidders should consider in determining what personnel position can be on-site (w/furniture provided), on-site (w/o furniture provided), and off-site. Additionally, please elaborate on:

- a. How much facility space (and, # of cubicles, # of offices, # of desks, etc.) will the government provide to the new contractor for performing the required work?
- b. If the Government-provided furniture/property is to be in more than one building, then please provide the details requested in a., above, for each building/location.

A 151. The USPTO reserves the right to provide no space at all for use by the contractor under any subsequent award, therefore that is why the Government is asking for three separate rates to be provided in Section B.

Q 152. Please provide names of all subcontractors under the current CBSI contract. How many persons are currently provided by each subcontractor?

A 152. This is proprietary information. The Government has no privity of contract with CBSI's subcontractors. See A 2.

Q 153. How many Task Orders are currently active under the CBSI contract? Please provide \$value, staffing level by labor category, and title for each Task Order. For all Wage-Determined (WD) labor categories, please provide the WD title, occupation code, and the WD revision number/date. A copy of the applicable WD Schedule is also requested.

A 153. See A.2 in response to your question concerning active task orders and A.12 in response to the wage determination request.

Q 154. Is the warehouse currently in use by CBSI provided by the Government or the contractor? If provided by CBSI, is the Government paying rent/lease costs, ISO 9000 certification costs, or any other facility related costs as an ODC?

A 154. The contractor currently conducts all of its warehouse activities in a contractor provided warehouse. The contractor passes the costs associated with the rental and operation of the warehouse on to the Government as an ODC. See A 28.

Q 155. CBSI used 3 vans in the performance of this contract. Are the vans provided by the Government or being charged by the contractor as an ODC?

A 155. Vans are not provided as GFE they are being charged to the Government as an ODC. See A 2.

Q 156. Please provide a list of all ODC items and associated costs incurred by the Government during the past 24 months of the CBSI contract.

A 156. See A 2.

Q 157. Based on our understanding of the RFP requirements, it appears to be impossible to provide all 3 types of price data (on-site with and w/o furniture, and off-site). Therefore, is it acceptable if we submit 3 separate price proposals [i.e., one for each requirement (on-site w/furniture, on-site w/o furniture, offsite)]?

A 157. No.

Q 158. Reference RFP Paragraph L.15, Submission Requirements, the RFP requires, "Characters per inch shall not exceed twelve (12) characters per linear inch or be small than twelve (12) point; and shall not exceed six (6) lines per vertical inch." There are 3 parts to this requirement:

- a. Characters per inch shall not exceed 12 per linear inch.
- b. Be smaller than 12 point.
- c. Not exceed 6 lines per vertical inch.

Does the RFP requirement mean that neither a, b, or c may occur, or that either a. or b. may not occur (meaning bidders can have either 12 or fewer characters per inch or can use 12 point type), and c. may not occur?

A 158. See A 22.

Q 159. Do the character size standards above, apply to Graphics and Tables?

A 159. Yes, see A 22.

Q 160. RFP Paragraph L.15 states, “The type for all proposal documents (including charts and graphs) shall be black.” Are color graphics and tables allowed, assuming that the type is black?

A 160. No.

Q 161. RFP Paragraph L.15 states in part, “...formatted for 8 ½” by 11” single-spaced print...”, and “...shall not exceed six (6) lines per vertical inch...”. Using the allotted 9 vertical inches (after subtracting the 1-inch top & bottom margins) and 6 lines per vertical inch, this would allow for 54 lines of type. Using Times New Roman 12 point type at the “single spacing” setting, only 46 lines of type will fit onto a page. However, if the “exactly 12 point spacing” setting is used for line spacing, 54 lines of type will fit on a page. Is the “exactly 12 point spacing” setting allowed?

A 161. See A 22.

Q 162. RFP Paragraph L.13, Proposal Requirements, and M.4, Evaluation Procedures appear to be misaligned, and after a careful analysis, result in seemingly disproportionate weighting factors. We request the Government review the two paragraphs, and either confirm that RFP paragraph M.4 is correct as stated, or make applicable changes.

A 162. M.4.D is stated correctly, however, see L 13 F and M.4.D in the amended solicitation.

Q 163. Section C.4 contains current staffing levels for a number of functions. These add to 166. Is 166 full-time equivalent direct charge personnel a reasonably accurate representation of the staff which the Government expects and believes to be appropriate, assuming a continuation of current policies and technological conditions?

A 163. See changes made to staff levels as a result of Amendment 2 to the solicitation. The staffing levels provided are for informational purposes only to provide offerors with a relative idea of the support provided currently. It is ultimately up to individual offerors how to staff this effort.

Q 164. Could the Government describe the demarcation of responsibilities between the proposed contract, and other contracts -- specifically those that (1) provide/maintain desktop hardware and software, (2) provide/maintain servers, printers and peripheral devices, and (3) support the custom software that the PTO employees use?

A 164. See the Strategic Information Technology Plan provided on the web page under “Helpful Links”.

Q 165. Can the Government provide a listing of the COTS and proprietary/customized software packages that the help desk currently supports -- specifically, could it add insight to the functions of the proprietary/customized packages?

A 165. See A 57.

Q 166. What responsibilities are included in this contract for the installation of replacement desktop and network equipment, for installation of COTS and custom software, for break-fix maintenance and for preventive maintenance?

A 166. The Government believes that sufficient information has been provided to answer this question.

Q 167. Would the Government provide a means through which prospective bidders can assess the custom and COTS software being used by PTO?

A 167. See A 57.

Q 168. Paragraph M.1 states that the Government will evaluate offers by adding the total price for all options. We assume the Government means the options in Section B. Does the Government also intend to include prices for the optional requirements under paragraphs C.4.46 and C.4.47?

A 168. No, only that which is priced in Section B.

Q 169. Paragraph L.13.F requests cost estimates (and bases of estimates) for all areas in Section C that require performance. There are between 12 and 17 such areas, and the page limit for the section is 12. Would the Government specify which areas it wants estimated, and whether the two optional requirements are to be included? The title of the section is Price Breakdown. Does the Government want the cost estimates to be broken down into their elements?

A 169. There are 12 distinct areas some of which have sub areas. The Government does not expect pricing for the optional requirements.

Q 170. Paragraph M.4.D requests Transition Costs be estimates separately and be provided within the Technical and Management Approach. Would it be acceptable if we provided that material within the Pricing Volume, instead of in the Technical and Management Approach, so that we could keep all proprietary costing data in the Pricing Volume?

A 170. That is acceptable.

Q 171. Section B requests on-site prices based on furniture being, (or not being) provided. Would the Government describe the facilities, utilities and equipment (including computers and software) that would or would not be provided under the two scenarios?

A 171. See A. 9.

Q 172. Would the Government provide information so that prospective bidders can assess the labor requirements to support the current network, help desk and NOC? What software does the current help desk use?

A 172. See A 2 and A 56.

Q 173. Would the Government explain what warehouse costs and functions it wants to be priced? Does the Government intend for such warehouse costs to be embedded in labor hour prices? Is ISO certification of the warehouse and its functions a requirement?

A 173. The Government expects that the prospective bidders are aware of what warehouse functions need to take place to operate a warehouse. The Government further assumes that there will be individuals assigned to the warehouse that have specific tasks and an hourly rate associated with those tasks. Further the Government directs your attention to paragraph C.4 as to the requirements of this solicitation.

Q 174. In Section C.4.4.1 it is stated that the current contractor conducts all warehouse activities in an ISO 9000 certified facility, which is approximately 9,000 square feet in size. Is the Government requiring the prospective contractor to adhere to the ISO certification and the maintain a facility equivalent in size?

A 174. Section C.4.4.1 does not state that. However, Section C.4.41.4 does state the above statement. If Section C.4.41.4 is the paragraph in question the Government hereby directs the prospective offerors to Section C.4.

Q 175. Does the Government anticipate that this warehouse facility will move when the Government relocates under paragraph C.4.46?

A 175. No, not as long as the requirements of C.4.42.2 are being complied with.

Q 176. Paragraph C.4.5.7 states that the USPTO has approximately 120 work-at-home employees, and that the number is likely to increase. For planning purposes, would the Government provide a schedule and magnitude of expected increases?

A 176. This information is unknown at this time.

Q 177. Would the Government provide prospective bidders with its policy under which bidders can contact (or not contact) incumbent employees to assess the employees' salary requirements and qualifications?

A 177. This does not fall under Government policy.

Q 178. Will the USPTO provide a count of year-to-date service requests by the functional areas cited in the solicitation? For example the number of End User Support Requests/Calls for: Desktop Systems, Network Operations, PTO Applications, etc..

A 178. See A 69, 70, 71 and 72.

Q 179. Will the PTO advise bidders two weeks prior to the proposal submission date for FMEUSS as to the Desktop and Laptop equipment awarded under the SMART 2001 competition? The manufacturer and configurations selected will have a significant impact on the cost of on-site warranty, maintenance, and replacement services specified in the FMEUSS solicitation.

A 179. No. However as with any award that the USPTO makes, details as to that award will be announced on the SMART web site and available to the general public.

Q 180. L.13.F Price Breakdown by SOW Sections is limited to 12 pages, however, there are 15 major mandatory requirement sections (C.4.6,9,12,15,18,21,23,25,27,30,33,36,39,42, and 45). Please increase the page count to 15.

A 180. See requirements of L.13.

Q 181. Section B – Please define "furniture". Does it include any or all of the following: desk, chair, phone, office supplies, computer, printers, and fax machine?

A 181. See A.9.

Q 182. Section C.4.12.1 – states “shall provide support from 5:30 am to 12:00 pm” Is this noon or midnight?

A 182. See A 50.

Q 183. Section L.13B.4. – Do copies of the teaming agreements count in the 10 pages allocated for the Management Proposal?

A 183. See A 104.

Q 184. Section L.13.C – states that “Past Performance Statement shall not exceed five (5) pages in total inclusive of all Offeror references.” The requirement for the list of 10 references for the prime and five for each subcontractor along with the required information (Contract No., name, type, value, POP, CO, COTR and brief description) will consume most, if not all, of the page allocation depending on the proposed team. Will PTO consider increasing the page allocation for the Past Performance and Experience section of the proposals?

A 184. See A 3.

Q 185. Section L.13.C.3 – Does PTO want questionnaires sent to both points of contact (CO and COTR) listed for each of the 10 required contract references or does PTO want one (1) questionnaire sent to either of the POCs for each reference?

A 185. See A 4.

Q 186. Section L.15 – We have interpreted that the requirements for type are only satisfied by Courier 12 point font? Will PTO consider allowing offerors to use Times Roman 12 point or Arial 12 point font?

A 186. See A 22.

Q 187. Section L.15 – May smaller sized font be used for graphics, charts, tables, figures, illustrations, and exhibits as long as it is legible?

A 187. No.

Q 188. Section L.15 – May 11x 17 inches paper (as a fold-out) be used for some graphics, charts, tables, figures, illustrations, and exhibits if necessary?

A 188. No.

Q 189. (Ref: Section B, pages 2 through 6 of 62) What furniture and equipment will be provided by the Government as part of the onsite furniture rate?

A 189. See A 9.

Q 190. (Ref: Section C, pages 7 through 23 of 62) There are significant differences between the numbers of personnel that are currently supporting the various task areas under this contract and the numbers that are identified in the statement of work. In most cases, the actual personnel counts are higher than listed in the SOW. Please verify that the RFP staffing levels are correct and should form the basis for the bid.

A 190. See new statement of work provided with new estimates.

Q 191. (Ref: Section C, pages 7 through 23 of 62) Please provide a description of the architecture/software components of EAMS.

A 191. See A 56.

Q 192. (Ref: Section L.13, page 58 of 62) Will the Government allow offerors to group items A, B, C, and E into one physical volume and items D, F, and G into a second volume in order to keep cost and technical data separated?

A 192. See A 8.

Q 193. (Ref: Section L.13.A, page 58 of 62) Does the current contract contain incentive/disincentive payments between the Government and the prime contractor? If so, please answer these followup questions:

- a. What terms and conditions apply?
- b. How is the incentive payment or disincentive penalty determined?
- c. When is payment received or made?

A 193. No.

Q 194. (Ref: Section L.13.C, page 58 of 62) Given that some offerors' past performance references will be subcontracts to companies that are competitors for this procurement, will the Government accept questionnaires that are filled out by the Government customer rather than the direct prime contractor for that reference?

A 194. The Government will not accept references from the direct prime contractor. Past performance references are required from either the Governments' Contracting Officer or Contracting Officer's Technical Representative or their industry equivalent shall fill out references.

Q 195. (Ref: Section M.4, page 62 of 62) What factors will be used to evaluate the transition plan?

A 195. See A 10 and Section L, Clause L.13.E.

Q 196. Is the existing contract based off the Incumbents GSA schedule?

A 196. No.

ADDITIONAL QUESTIONS and ANSWERS

Q 197. The Government states in A 141 and A 142 that offerors are expected to provide an estimated cost for the optional requirements. A 169 states that the Government does not expect pricing for the optional requirements. Can the Government please provide clarification?

A 197. Amendment 3, posted to the web site, changes paragraphs C.4.46 and C.4.47 from “Optional Requirements” to “Future Requirements”, for which the Government does not expect pricing information. The requirements at C.4.46 and C.4.47 are provided for informational purposes only to put all offerors on notice that the Government believes that it will have a need for these services during the life of the resultant contract. The answers to questions 141 and 142 were answered incorrectly. The sentence “Offerors are expected to provide an estimated cost for the optional requirement” , should have read “Offerors are not expected to provide an estimated cost for the optional requirement”.

Q 198. Would the Government provide prospective bidders with clarification to Q 177?

A 198. The answer to question 177 is correct, however, any information related to incumbents employees’ salary requirements and qualifications is considered proprietary information to CBSI. Please contact CBSI for this information. Further, the Government does not allow the recruitment of incumbent employees on Government time and property.